

CITY OF ATLANTA, GEORGIA JOB DESCRIPTION

**Job Title: Airport Communications D
Dispatcher**

Purpose of Job

The purpose of this job is to perform radio communication dispatch and telecommunications duties for Hartsfield Atlanta International Airport. Duties and responsibilities include communicating effectively with city and county police officers, fire units, EMS personnel and other personnel associated with Atlanta Hartsfield, maintaining their status to ensure safety; answering telephone lines and dispatching as required; handling emergency situations; providing information and assistance to the airport population; maintaining a variety of records, files and logs; working to achieve the highest level of cooperation and to enhance the effectiveness and efficiency of Hartsfield Atlanta International Airport.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Communication

Monitor video cameras and alarm status on the Airport Access Control System; notifies appropriate personnel and law enforcement agencies in instances of system alarm; records data relating to time and location of security breach; maintains contact with responding personnel through resolution.

Communicates effectively and coherently over appropriate radio channels initiating and responding to calls; issues case numbers.

Takes and relays messages to officers, airport personnel or other divisions such as the Atlanta and other counties' fire departments, EMS, EPA, Red Cross, etc.

Notifies supervisor of critical situations and problems with communication equipment.

Administrative Duties

Maintains current field and code manuals, policy and procedures.

CLASSIFICATION CODE: 312151

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Substitutes for co-workers in temporary absence of same;

Attends meetings, seminars and training sessions as required to remain knowledgeable of departmental and airport operations, to promote improved job performance and to stay current with changing federal/state/municipal policies, procedures, codes and criminal/civil case law.

Evaluates calls to determine signals and priorities.

Ascertains services required to handle incident including wrecker, fire, etc.; dispatches as needed.

Equipment Use and Maintenance

Uses an operator's control console, automatic number and location identifier boxes and telephones.

Utilizes a computer, printer, etc., to enter, store and retrieve data, to type in/dispatch calls and to disseminate information to others on the system.

Record Keeping and Documentation

Completes police, fire and EMS incident reports; prepares and files daily log books, wrecker and accident logs, and other reports and documents as needed.

Records all calls; logs and files all teletypes.

Records information in a manpower log, dispatcher work schedule book and (absence) time log.

Maintain complete maintenance requests for equipment needing service and/or repair.

Interpersonal Relations

Cooperates with federal, state and local law enforcement agencies and its officers or representatives as required.

Marginal Job Functions

Performs other related duties as required.

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Knowledge of Job

Has general knowledge of dispatching and communication systems practices, policies and procedures as necessary in the completion of daily responsibilities. Ability to hear and understand spoken messages received over the telephone and radio. Ability to speak with a clear well modulated voice. Ability to learn lists of numbered codes and associated signals. Ability to learn to operate control console, visual display computers, terminal and radio communicating equipment. Is able to effectively communicate and interact with supervisors, officers, employees, the general public, and all other groups involved in the activities of Hartsfield Atlanta International Airport. Is able to use independent judgment and discretion in the handling of emergency situations, determining and deciding upon procedures to be implemented, maintaining standards, and resolving problems. Has the ability to comprehend, interpret and apply regulations, procedures and related information. Has general knowledge of the terminology, principles and methods utilized at the airport. Is able to read, understand and interpret reports and related materials and perform related work as required.

Minimum Training and Experience Required to Perform Essential Job Functions.

High school diploma or GED required; six months experience including considerable contact with the general public or related experience required; or any equivalent combination of education, and experience which provides the requisite knowledge, skills and abilities for this job. Must meet the requirements of the Police Officer Standards and Training for a Communication Officer within six months of appointment and must maintain certification of same. Must successfully pass a communication dispatcher performance test which includes the ability to receive, retain and type answering information. Must pass a background investigation.

